

Strategic Goal: JOB CENTER OPERATIONS	Activities	Milestone Date	Owner	Progress
<p>1) Train staff to listen and guide customers to decisions (professional development).</p> <p><i>Note: aligns with CX initiative</i></p>	<ul style="list-style-type: none"> <li>A. Identify staff training priorities</li> <li>B. Develop staff training plan</li> <li>C. Determine how training will be provided/delivered</li> <li>D. Validate skill acquisition</li> <li>E. Evaluate progress towards goal determine next steps</li> </ul>	March 2024	Rebecca Fletcher	
<p>2) Provide customer experience training (be a resource, understand partner services).</p>	<ul style="list-style-type: none"> <li>A. Include as top priority for training (item #1)</li> <li>B. Determine how to include Job Center Partner staff in training process</li> </ul>	June 2024	Rebecca Fletcher	
<p>3) Build local job center partnership relationships.</p> <p><i>Note: aligns with State Plan</i></p>	<ul style="list-style-type: none"> <li>A. Coordinate/collaborate with OneStop Operators (convene OneStop Operator statewide meeting)</li> <li>B. Confirm access to local partners, or make introductions between local staff and partners when needed</li> <li>C. Schedule deliberate opportunities to communicate and collaborate at the job centers between partners</li> </ul>	December 2023	Yvonne Wright	
<p>4) Review customer experience business process</p>	<ul style="list-style-type: none"> <li>A. Review data from customer satisfaction surveys/current state</li> <li>B. Revisit JCF journey maps to validate current state</li> <li>C. Convene cross functional frontline workgroup to determine future state</li> <li>D. Develop plan to implement future state</li> <li>E. Pilot future state, review, improve, revise</li> <li>F. Statewide rollout</li> </ul>	June 2024	Ronda Anderson	

Strategic Goal: TECHNOLOGY	Activities	Milestone Date	Owner	Progress
1) Ongoing technology assessment committee	<ul style="list-style-type: none"> <li>A. Form work group to determine “blue sky” technology needs. <ul style="list-style-type: none"> <li>1. From job seeker perspective</li> <li>2. From employer perspective</li> <li>3. From job center staff perspective</li> </ul> </li> <li>B. Prioritize technology needs</li> <li>C. Evaluate cost/ROI for technology investments</li> <li>D. Identify currently available (inhouse and externally available) technology, compare to priorities, identify gaps</li> <li>E. Determine specifications for new/updated technology</li> </ul>	March 2024	Jerri Bowles	
2) Focus on small business use of MOjobs	<ul style="list-style-type: none"> <li>A. See item #1</li> </ul>	December 2023	Yvonne Wright	
3) Meet customers/job seekers where they are (texting, kiosks)	<ul style="list-style-type: none"> <li>A. See item #1</li> </ul>	December 2023	Jerri Bowles	

Strategic Goal: TRAINING	Activities	Milestone Date	Owner	Progress
1) Develop training partnerships	<ul style="list-style-type: none"> <li>A. Compare in-demand jobs with ETPL (WIOA approved training)</li> <li>B. Identify gaps and providers that are not aligned with in-demand jobs</li> <li>C. Identify new providers and partner with current providers to implement training solutions for job seekers and employers</li> </ul>	December 2023	Rebecca Fletcher	
2) Become a training resource	<ul style="list-style-type: none"> <li>A. Determine benefits to employers of utilizing WIOA/job center training</li> <li>B. Promote WIOA training system to employers based on benefits</li> <li>C. Partner with key employers on career pathway training opportunities</li> <li>D. Create industry partnerships to support</li> </ul>	March 2024	Yvonne Wright	
3) Define employer training needs (entry, mid, advanced)	<ul style="list-style-type: none"> <li>A. Identify in-demand jobs</li> <li>B. Identify entry, mid, and high level skills employer require/need for in-demand jobs</li> <li>C. Determine what skill development the Workforce system can/should support</li> </ul>	June 2024	Yvonne Wright	

Strategic Goal: PUBLIC AWARENESS	Activities	Milestone Date	Owner(s)	Progress
1) Consistent messaging	<ul style="list-style-type: none"> <li>A. Define value proposition of job center network for employers and job seekers</li> <li>B. Develop messaging to support value proposition and promote job center network</li> <li>C. Training staff to ensure consistency of message</li> </ul>	December 2023	Jerri Bowles	
2) Delivery of messaging	<ul style="list-style-type: none"> <li>A. Develop standardized marketing materials</li> <li>B. Identify target audiences</li> <li>C. Determine appropriate medium to reach target audiences</li> <li>D. Plan and implement marketing campaign</li> <li>E. Utilize State Board members to share messaging</li> </ul>	March 2024	Jerri Bowles     State Board members	
3) Customer experience	<ul style="list-style-type: none"> <li>A. Create customer experience work group to define improvements to customer experience (employer and job seeker)</li> <li>B. Identify items to improve customer’s experience</li> <li>C. Develop plan to implement process and staff training to improve customer experience.</li> </ul>	June 2024	Ronda Anderson	